

February 25, 2010

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW, Suite TW-A325  
Washington, DC 20554

**Re: EB Docket 06-36; Annual CPNI Certification**

Dear Ms. Dortch:

Submitted herewith is the calendar year 2009 CPNI certification of CyberNet Communications, Inc. (FRN 0017139436) pursuant to 47 C.F.R. § 64.2009(e). Please advise me if there are any questions regarding this submission.

Very truly yours,



John L. Clark

Counsel for CyberNet Communications, Inc.

cc: Enforcement Bureau; Best Copy

2339/001/X117032.v1

Annual 47 C.F.R. § 64.2009(e) CPNI Certification for Calendar Year 2009

EB Docket 06-36

CyberNet Communications, Inc.  
FRN: 0017139436  
Form 499 Filer I.D.: 823826

I, Francesca Avincola, certify that I am an officer of CyberNet Communications, Inc. (the "Company"), am authorized to make this certification on its behalf, and that I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with Section 222 of the Communications Act of 1934 and the 47 C.F.R. § 64.2001 *et seq.*, the Federal Communications Commission rules implementing Section 222.

Attached to this certification is a statement explaining how the Company's procedures ensure that the Company is in compliance with the requirements set forth in the Commission's rules.

The Company has not taken any actions (proceedings instituted or petitions filed by the company at either state commission, the court system, or at the Commission) against data brokers in the past year.

The Company is not aware of any attempts by pretexters to access CPNI. The steps the Company is taking to protect CPNI are described in the attached statement.

The Company did not receive any customer complaints in the past year concerning the unauthorized release of CPNI

By: 

Francesca Avincola

Title: Vice-President

Dated: February 26, 2010

## STATEMENT OF COMPLIANCE PROCEDURES

CyberNet Communications, Inc. (the "Company") has established operating procedures to protect the privacy of Customer Proprietary Network Information ("CPNI") as follows:

- (1) The Company does not allow the use of CPNI for sales or marketing of any category of service to which a customer does not already subscribe, except for the provision of CPE, voice mail, inside wire service, or custom-calling (adjunct-to-basic) services.
- (2) The Company has adopted authentication procedures to protect against unauthorized access to CPNI during customer-initiated telephone contact, and visits to the Company's business locations at which access to CPNI may be obtained. (The Company does not provide for online account access.) In the cases of visits to the Company's locations, the customer must provide a proper photo i.d. The Company does not provide access to CPNI during customer-initiated telephone calls. Instead, in cases of requests for information regarding billings, usage, or other CPNI, the Company will provide such information only by return telephone call or fax to the customer's previously-authorized representative. Whenever an address of record is created or changed, the customer is notified of the change in accordance with the FCC's rules safeguarding CPNI. In cases where a business customer has a dedicated Company account representative, other authentication methods may be used as expressly set forth in the contract between the Company and the customer.
- (3) Except as set forth above, the Company discloses CPNI to third parties only pursuant to lawful process. In the event of any uncertainty, the Company's policy is to consult with counsel before responding to any request for CPNI from a third party.
- (4) In the event of any breach in the security of customers' CPNI, the Company will notify law enforcement pursuant to the FCC's rules before notifying customers or publicly disclosing the breach. In addition, the Company will maintain records of all such breaches and notifications as required by the FCC's rules.
- (5) The Company has trained all personnel who have access to CPNI, or control over access to CPNI, regarding the uses for which CPNI may be made, the restrictions in the use of CPNI, and the authentication requirements for disclosure of CPNI to customers, and all personnel have been trained in the notification procedures to be followed in the event of a breach. The Company has a no tolerance policy for violations and will discipline any individual who has been found in violation of CPNI requirements. Intentional or grossly-negligent violations will result in termination. In other cases, discipline, up to and including termination, will apply, as appropriate.